

CITY OF EL PASO TAX OFFICE

December – February 2020

Strategy 6.11 - Provide efficient and effective services to taxpayers.



Pay Your Taxes and Adopt a Pet

Tax Office and Animal
Services team up to offer a
unique experience to taxpay-
ers to de-stress by adopting
a pet while paying taxes.

January 30, 2020

Mobile Bank at CAD

Extended Service to 5 days

- **January 27 - 31, 2020**
- Collected **\$2.9 million**
- **1,076** transactions



SNAPSHOT

18,312 CALLS HANDLED

AVERAGE QUEUE TIME - 1:24 MIN

146,661 PAYMENTS PROCESSED

\$1.1 BILLION COLLECTED